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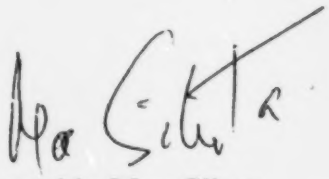
The Honourable David C. Lam
Lieutenant Governor
Province of British Columbia

May it please your Honour:

The 72nd annual report of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1991, during which time Norman Jacobsen and James T. Rabbitt were Ministers, is respectfully submitted.

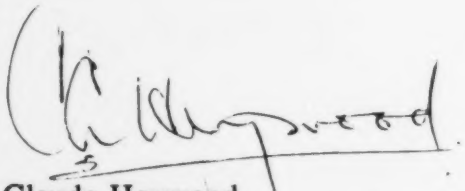


Honourable Moe Sihota
Minister of Labour and Consumer Services and Minister Responsible for Constitutional Affairs

The Honourable Moe Sihota
Minister of Labour and Consumer Services
Province of British Columbia

Honourable Minister:

I have the honour to submit herewith the 72nd annual report of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1991.



Claude Heywood
Deputy Minister

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Mission Statement

The Ministry of Labour and Consumer Services provides a responsive, fair, public service team to:

- Enforce employment standards and foster harmonious and productive employer-employee relations.
- Promote fairness for consumers.
- Foster and protect human rights.
- Protect worker health and safety.
- Reduce the adverse impact of drug and alcohol abuse.
- Regulate and manage the distribution and sale of beverage alcohol.

Acts administered by the Ministry of Labour and Consumer Services

Cemetery and Funeral Services Act
Cemetery Company Act *(to be repealed)*
Consumer Protection Act
Credit Reporting Act
Debt Collection Act
Debtor Assistance Act
Employment Standards Act
Fire Department Act
Guide Animal Act *(effective August 30/90 repealed the Blind Persons Rights Act)*
Human Rights Act
Inflation Control Act
Industrial Relations Act
Labour Regulation Act
Liquor Control and Licensing Act
Liquor Distribution Act
Metro Transit Collective Bargaining Act *(to be repealed)*
Ministry of Consumer and Corporate Affairs Act
Ministry of Labour Act
Motor Dealer Act
Multilevel Marketing Regulation Act *(formerly the Pyramid Distribution Act)*
Pension Benefits Standards Act (*)
Railway and Ferries Bargaining Assistance Act
Residential Tenancy Act
Sale of Goods Act
Trade Practice Act
Trading Stamp Act
Travel Agents Act
Wage (Public Construction) Act
Workers Compensation Act
Workplace Act

* *The Pension Benefits Standards Act was introduced as Exposure Bill 44 on June 26, 1990. Re-introduced as Bill 89 in March 1991, lapsed March 1991 when the legislature prorogued. Re-introduced as Bill 6 on May 24, 1991 and given Royal Assent June 27, 1991.*

Labour Relations Programs

Employment Standards

Mandate

To assist in resolving employment standards disputes as an unbiased, independent participant.

To investigate applications pursuant to the Employment Standards Act.

To investigate and provide conciliatory assistance and other special services to the Industrial Relations Council and to the B.C. Council of Human Rights.

Legislative Authority

The Employment Standards Branch derives its legislative authority from the Employment Standards Act, the Industrial Relations Act and the Human Rights Act.

The objectives of the Employment Standards Act are twofold:

Firstly, the Act establishes the fundamental employment contract for non-union organizations and individuals which endeavour to encourage the fair and equitable treatment of employees;

Secondly, the Act provides a framework within which the basic social and economic obligations of employers are clearly stated.

The legislation includes the manner and frequency of wage payment and the standards affecting wages, working hours, annual vacations, general holidays, maternity and parental leave protection, and provisions for terminating employment.

An internal review mechanism contained in the Employment Standards legislation allows concerned parties to appeal the decisions of the branch. This process has been recognized as an expeditious and economically viable approach to resolving disputes without incurring expensive legal costs.

Branch Activities

The officers and staff of the branch are involved in the following activities on a daily basis:

- providing information and consultation services to individual employees, employers and legal advisers regarding the standards of employment in the non-union work setting;
- managing the complaint caseload -- the branch emphasizes voluntary resolution of employment disputes as an alternative to formal legal proceedings;
- acting as the field representative of the Industrial Relations Council and the B.C. Council of Human Rights by providing a variety of investigative and support services to the respective agencies.

Annual Highlights

The Employment Standards Branch continued to manage the process of change with an emphasis on improved services to the public.

In addition, the Employment Standards Act was amended to include:

- provisions requiring advance notice of Group Termination; and
- the introduction of Parental Leave for both natural parents and persons who have adopted a child.

The annual work load of the branch continued to build during the fiscal year. There was an increase of approximately 1,500 work assignments which resulted in issuing more Orders to Pay and Certificates to Court. This increased activity in the complaint load, coupled with increased business closures, resulted in the collection of $7.9 million of unpaid wages.

The major branch initiative is still focused on improved service to our clients. This objective is being addressed through a variety of initiatives that seek to improve the effectiveness of an administrative system combined with a commitment to improve staff management.

Some examples of these activities are:

- opening a district office in Abbotsford to better serve the Abbotsford/ Chilliwack area;
- relocating the Cranbrook and Courtney offices into Access Centres to improve service delivery;
- the branch provided an enhanced level of training for officers and administrative staff in order to expand job knowledge;
- employees throughout the branch participated in a number of specific task teams to identify and recommend improvement to the administrative support system, computer based case system, and the initiation of an information manual to complement the Act.

Personnel and Resources

The employment standards program and the services offered to the Industrial Relations Council and the B.C. Council of Human Rights are delivered by Industrial Relations Officers (IROs), Employment Standards Officers (ESOs), and an administrative support staff.

The branch complement consists of 60 officers supported by 39 administrative staff members and 6 management positions in 14 office locations.

At March, 1991, Statistics Canada estimated the total number of employed workers in the province at 1,451,000. The number of employers registered with the Workers' Compensation Board in 1990 was 104,999.

Table 1: Employment Standards Branch Activity Summary		
Wage Recovery	**1990 - 91**	**1989 - 90**
Number of certificates issued	2,460	1,417
Value of Certificates	$ 10,538,484	$ 7,853,055
Number of orders to pay issued	2,460	2,033
Orders to pay reviewed by Director pursuant to Section 13	175	130
Hearings held pursuant to Sections 83 & 84	69	59
Total user fees collected for reviews	$ 53,337	$ 47,774
Search and license fees	$ 91,860	$ 67,470
Recovered by litigation	$ 3,603,628	$ 2,109,672
Recovered by voluntary compliance	$ 4,315,853	$ 3,363,547
Assignments for Employment Standards	16,875	15,362
Assignments for Industrial Relations Council	1,601	1,467
Assignments for B.C. Council of Human Rights	328	388
Employment agency licenses issued	182	173
Farm labour contractor licenses issued	61	64
Child Employment Permits		
General permits issued	640	482
Fruit, berry and vegetable industry permits	196	642
Total child employment permits	836	1,124

Workers' Adviser

Mandate

To advise or assist injured workers and their dependents about the benefits and policies of the Workers' Compensation Board.

Legislative Authority

Workers' Advisers are appointed under Section 94 of the Workers' Compensation Act.

Branch Activities

Clients of the program include British Columbians and other injured workers who have WCB claims, along with their dependants, union representatives, professional associations, and injured workers' associations.

Advisers meet with WCB officials to resolve specific claims issues which may not require appeals, and to make recommendations on general matters of policy and practice.

As well as general assistance, clients are also provided with specific representation in cases involving complex legal, medical or policy issues where there is no alternate representative.

In addition, adviser activities include telephone and personal interviews, regional visits, claims files' reviews and written advice. Direct assistance in resolving claims' problems with the WCB, gathering medical and other evidence for appeals, preparing written submissions to the different appeal bodies, and representation at hearings is provided. Advisers assisted approximately 90 unions.

The growing complexity of appeals administration at all levels has resulted in advisers becoming actively involved in providing procedural assistance and representation to injured workers or their representatives. This has been an area of growth which is expected to continue with the implementation of changes to the Workers' Compensation Act.

Training Seminars

Advisers provide training seminars to unions, professional associations and other organizations which either represent or assist injured workers with Workers' Compensation claims. The training is directed at specific audiences to assist in a better understanding of the Act, Board policies, and appeal procedures. During 1990/91, advisers provided successful training seminars to numerous unions, new adjudication staff at the WCB and Review Board, BCIT Occupational Health and Safety students and staffs of Members of the Legislative Assembly.

Referral Sources

Clients are referred by: WCB staff, Workers' Compensation Review Board, lawyers, doctors, unions, associations, MLAs, MPs, Ombudsman's Office, injured workers' groups, etc. Referrals from MLAs are numerous.

1990/91 has witnessed significant growth in the number of claims filed with the Workers' Compensation Board and in the number of appeals filed with the Workers' Compensation Review Board. The resulting increase in client demands for advice and appeal assistance presents an ongoing challenge to the Advisers' office.

Annual Highlights

The Workers' Adviser's office is planning a move to larger premises. This will provide space for additional staff, a training room, and a reference library.

Further progress was made in implementing the recommendations contained in last year's independent review of our service. In November, advisers started a pilot project in partnership with the Government Agents Offices to provide monthly regional services to Courtenay, Nanaimo, Prince George, Terrace, Kamloops, Vernon, Nelson and Cranbrook. Due to a favourable public response in each region the program was continued, and in March of 1991, Williams Lake was added. Advance notice of visits is published and meetings with clients are arranged through the Government Agent's office in the region. Advisers have established contact with many community agencies and union locals. A positive working relationship with the WCB Area Offices is being developed.

As a result of these visits, we are better able to identify the training needs of union representatives and advocates in the regions. The regional visits have increased awareness of our services throughout the province and have brought us into closer contact with our clients.

As a result of our increased awareness of clients experiencing difficulties with written forms and clients who have English as a second language, a plain language initiative is underway to improve communications with our clients. Staff have received training in using plain language, and are applying those skills to our written communications. A complete review of the Workers' Advisers office standardized letters and brochure is being conducted as a pilot project of the Plain Language Institute of British Columbia.

An outside management consultant was contracted to review our current computer system and to help us devise a long-term technology plan.

Workers' Advisers from across Canada will be meeting at the Second National Workers' Advisers Conference which we are hosting later in 1991. B.C. hosted the 1st National Workers' Advisers' Conference in 1986 and has initiated this follow-up conference to help improve inter-jurisdictional understanding, and provide better services for injured workers.

During a period of intense review of the workers' compensation system, advisers have provided ongoing analysis, feedback, and recommendations on the proposed reforms.

The Workers' Compensation Act will be proclaimed in June, 1991. The legislative changes will affect our clients by reducing the statutory time limit to appeal to the Board and provide submissions. Advisers are preparing training materials and revising forms and pamphlets to describe the new appeals process clearly to our clients.

A one-day workshop is scheduled in June in cooperation with the B.C. Federation of Labour to describe the new system to the public.

The impact of the structural changes at the WCB will continue to be felt in the coming year in terms of both the appeals system and our participation in a massive policy review process initiated by the WCB's new Board of Governors.

Personnel and Resources

The Workers' Advisers, office has 22 staff members and a budget of $1.7 million.

Table 2: Workers' Adviser Activity Summary

	1990 - 91	1989 - 90	1988 - 89
New inquiries	4,808	5,146	4,672
Carried over	653	660	648
New files	369	347	400
Re-opened files	57	55	75
Files closed	402	419	375
Total active files	**679**	**653**	**748**
Review Board hearings	82	98	100
Review Board Submissions	104	95	94
Commissioners' Submissions	66	81	65
WCB submissions	102	118	141
Procedural requests	369		
Total	**723**	**392**	**400**
Appointments	1,280	1,217	1,219
Seminars presented	27	18	35
Duty advice	4,808	5,146	4,672
Union referrals	586	895	871
Unions/associations assisted	91	88	88
Minister referrals	137	113	154

Employers' Adviser

Mandate:

To provide independent advice, assistance, representation, training and information to employers, potential employers, and employers' associations concerning workers' compensation matters.

Legislative Authority:

Employers' Advisers are appointed under Section 94 of the Workers' Compensation Act.

Branch Activities:

Employers' Advisers;

- Advise and assist in responding to telephone or written enquiries about workers' compensation legislation, decisions, appeals, and related matters. Contact with the office duty adviser enables employers to obtain immediate advice concerning compensation matters.

- Prepare submissions to the Workers' Compensation Board, Workers' Compensation Review Board, Appeal Commissioners, Medical Review Panels, and assist or represent employers in cases involving complex legal, medical or policy matters at enquiries conducted throughout British Columbia.

- Advise employers in dealing with the assessment department of the Workers' Compensation Board with respect to new registrations, incorrect classifications, experience rating problems, cost relief and appeals to the Director of Assessments and Appeal Commissioners. Successful resolution of assessment problems often takes place at the department level involving the employer, Workers' Compensation Board staff and Employers' Adviser.

- Assist employers in dealing with the Occupational Health and Safety Division of the Board including assisting or presentation before penalty hearings or Commissioners' appeals.

- Assist employers and associations by conducting educational and training seminars and public speaking engagements.

- Over the past year, the Employers' Adviser office has noticed a significant increase in employer involvement and awareness of the Workers' Compensation system, specifically through Occupational Health & Safety penalties, assessments and the experience rating assessment plan.

Advisers may visit employers' premises to review and advise management on Board policy, appeal mechanism and corrective action for the employer.

Annual Highlights:

A computer case management system is being installed to streamline office procedure and improve file access. Advisers will have access to Workers' Compensation Board claims and Occupational Safety & Health computer file information. The information access will allow the advisers to provide quick and up-to-date data on file activity surrounding claim or Occupational Safety & Health reviews.

Employers' Advisers will focus on providing employer training in Claims Management and Appeal Procedures/ Representation. A revised "Claims Management" training package was completed in February and Employers' Advisers are conducting seminars/training courses to employers throughout the province. The second training package, "Appeal Representation," will be available in the fall of 1991 and training courses will commence shortly thereafter.

Various options are under review on how the Employers' Adviser office can provide more or better service to employers outside the Lower Mainland. At present, 40 per cent of the Adviser workload is providing service to employers outside a 25 mile radius of Vancouver.

The Employers' Adviser's office is concerned that employers in the outer regions of the province are not aware of the advice and assistance available to them. Recommendations to address this concern will be forthcoming.

Personnel and Resources:

Employer Adviser office is staffed with five advisers, three support staff, and one director to provide assistance to employers throughout British Columbia.

Budget: 1990/91 - $642,884.00.

Table 3: Employers' Advisor Activity 1990 - 1991	
Employer Enquiries	14,420
Telephone Advice/Assistance	5,615
File Preparation/Review:	
Claims	2,764
Occupational Safety and Health	732
Assessments	222
Total	**3,718**
Hearing Attendance/Participation:	
Review Board	1,851
Commissioners	597
Workers' Compensation Board	602
Medical Review Panel	82
Total	**3,132**
Submissions	557
Training Education Seminars Participants:	
Occupational Safety & Health	317
Claims	705
Assessments	297
Total	**1,319**
Total Active Files	**741**

Workers' Compensation Review Board

Mandate

The Workers' Compensation Review Board is an independent administrative tribunal separate from the Workers' Compensation Board. The review board considers appeals from decisions made by officers of the Workers' Compensation Board on claims by workers under the Workers Compensation Act.

Appeals come from workers, dependents or employers in industries located throughout the province.

Legislative Authority

The Workers' Compensation Review Board is established under Sections 89 and 90 of the Workers Compensation Act.

Board Activities

The review board holds hearings at least every four months in 14 communities throughout British Columbia.

Eighty per cent of all appeals are oral hearings, the balance written submissions and file reviews. All findings of the Review Board must be in writing.

The majority of appeals are heard by a three-person panel comprised of a vice-chairman and two members, one with a background associated with labour interests and the other with a background associated with employer interests. Some appeals are handled on an expedited basis by a vice-chairman sitting as a one-person panel.

Annual Highlights

In the current year there has been emphasis on ensuring that the findings of the review board are clear, concise and consistent. To achieve this aim, a quality assurance program has been introduced together with a revision of the standard format for findings.

A total of 6,229 appeals were received during the year while findings rendered totalled 5,253.

Personnel and Resources

The review board is staffed with a chairman, senior vice-chairman, 15 vice-chairmen, a registrar, two deputy registrars, a manager of administration, an executive secretary, 31 support staff and 30 members.

Consumer Programs

Consumer Credit and Debtor Assistance Branch

Established in 1977, the Consumer Credit and Debtor Assistance Branch assists individual consumers in repaying their debts by mediating with their creditors and by providing counselling on consumer credit matters.

In serving both those who lend money and those who owe money, branch staff serve the best interests of the debtor, who might otherwise go bankrupt, and the creditor, who might otherwise not receive payment.

Mandate

To assist consumers to repay their debts consistent with their ability over a reasonable period of time, while still maintaining the dignity of a reasonable standard of living.

To protect the public interest by:

- licensing the debt collection and credit reporting industry;
- bonding the debt collection and bailiff industry;
- monitoring issues;
- ensuring compliance with statutes and regulatory requirements.

Legislative Authority

Legislative authority is granted by the Debtor Assistance Act, Debt Collection Act, Credit Reporting Act, and Part X of the Federal Bankruptcy Act.

These laws govern the relationship between creditors and debtors, define the rights and responsibilities of each, and set the mandate for regulating activities of marketplace participants in debt-related matters.

"In 1986, our family was facing a staggering personal debt of $58,000. We felt helpless and alone, with no hope, until a friend put us in touch with the Debtor Assistance Branch.

With the counsel and guidance of their staff, by 1990 we had paid out all our creditors, including the accumulated interest. The branch helped us save our home, salvage our future, and maintain our dignity.

The experience brought our family closer together, too. I can't say enough good things about them."

-- Debtor Assistance client

Branch Activities

Branch staff:

- counsels debtors to make repayment arrangements with their creditors while still maintaining a reasonable standard of living;
- regulates activities of credit reporting agencies, collection agencies and bailiffs. They also monitor and ensure compliance with provincial credit legislation and debt legislation;
- maintains contact with debtors, creditors, bailiffs and Federal and Provincial government agencies on credit and debt matters; and
- answers inquiries on debt problems and credit legislation as well as liaise with schools, community groups and the credit industry.

Branch staff help debtors repay debts consistent with their ability by:

- arranging meetings between debtors and their creditors to bring about satisfactory arrangements for settlement of debts;
- advising and assisting a debtor in preparing a plan for settlement or repayment of debts;
- aiding debtors in obtaining postponements, adjustments or extensions of time for payment of their debts;
- advising and assisting debtors who cannot meet their liabilities and who through court proceedings or otherwise are being pressed for payment by their creditors;
- providing information on consumer credit and debt matters; and,
- receiving money in trust from a debtor for transmission to creditors according to the debtor's instructions.

The branch first attempts to help the client find his or her own solution to a particular debt problem. This usually involves an assessment of the client's income and financial commitments before encouraging discussion with creditors to work out a mutually acceptable repayment plan.

If a client is unemployed, bankrupt or facing a creditor who must resort to foreclosure or repossession, information about rights and responsibilities of the debtor is also supplied.

Activities under the Federal Bankruptcy Act

British Columbia is one of six provinces delegated responsibility from the Government of Canada to administer Part X of the Bankruptcy Act.

Along with Nova Scotia, Prince Edward Island, Manitoba, Saskatchewan and Alberta, British Columbia debtors are able to apply to a ministry debt counselling office for consolidation orders which set out terms for the orderly repayment of debts. The order specifies the name and amount owing to each creditor, the amounts of payment and the schedule of payments to the courts.

In essence, the consolidation order amounts to a judgment of the court in favour of each creditor named in the order. With consolidation orders, the duty of the courts is to ensure money paid to the Debtor Assistance Branch is disbursed to creditors in line with terms of the legislation.

The Debtor Assistance Branch works with debtors to prepare their applications for consolidation orders and liaises with courts and creditors on issues related to orderly payment of debt caseloads.

Debt Collection Administration

The major activity of the Debt Collection Administrators is to license and regulate the activities of debt collectors and bailiffs. The branch regulates collection and seizure practices of agencies and court bailiffs to ensure that undue pressure is not exerted on debtors, their families or their employers.

Bailiffs and collection agents must be licensed and must conduct their operations in accordance with provisions of the Debt Collection Act. Collection agents or private bailiffs may be prosecuted for contravention of the Act.

Guidelines regarding unreasonable collection practices are produced on an annual basis regarding collection practices objectionable to the Director's office (Sec. 14(2)).

Registrar of Reporting Agencies

The Registrar of Reporting Agencies is responsible for registering reporting agencies, monitoring their activities, handling complaints received from consumers (as outlined in the Credit Reporting Act) and has administrative responsibility for all credit issues such as advertising, disclosure, and credit practice provisions of the Consumer Protection Act.

The Credit Reporting Act and Regulations regulate the type of information which can be collected, where it can be stored, who can obtain it and the purposes for which it can be obtained. The Act also provides for disclosure, upon request, to consumers of the contents of their file including the sources of information therein, and names of credit reporting agencies who have accessed it. In addition, procedures also exist for the correction of errors and legal recourse measures available to consumers.

Regulations apply to credit bureaus, financial institutions, retail department stores, oil companies, insurance companies and all others who keep and give out personal information as part of their business activity.

Annual Highlights

The branch successfully worked with its clients to return $3,977,224 to creditors during the 1990-91 fiscal year -- a .09 per cent decrease over the previous year.

In 1990, each consumer bankruptcy assignment filed represented an average of $25,095.40 in losses to the business and credit economy in British Columbia according to the office of the Superintendent of Bankruptcy. By helping prepare and grant consolidation orders through the orderly debts program, the branch helped avert 748 potential bankruptcies, a 14.9 percent increase over the previous year, which could have cost the B.C. economy $18.7 million.

By working with debtors to prepare and comply with the terms of the order, the branch has also played a useful role in reducing the demand on court services. Had the debt repayment option not been in place, the 1,891 ongoing client caseload might otherwise have resulted in 15,128 court actions.

The consumer credit industry plays an important role in the economy of British Columbia. At the end of fiscal year 1988-89, banks, trust companies, credit unions, mortgage companies and department stores had receivables of approximately $12 billion in consumer credit and $22 billion in mortgage credit.

Branch and Resources

In 1990-91, the Debtor Assistance Branch employed a total of 19 employees; 17 in the debtor assistance area and two in the debt collection administration.

The Burnaby office serves Vancouver, the Lower Mainland, Prince Rupert, Kitimat and Terrace areas. The office is staffed by two counsellors, two assistant counsellors, a supervisor, and three support staff.

The Kamloops office serves Prince George, Okanagan, Kootenay, and Kamloops regions. The office is staffed by two counsellors and two support staff.

The Victoria office serves Vancouver Island and is staffed by a director, two counsellors and three support staff.

Total expenditures for the branch were $1,004,524; this represents 100 per cent of the estimates allocated for the fiscal year 1990/91. This also represents a reduction of 4.7 per cent in expenditures under the 1989/90 fiscal year.

Table 4: Debtor Assistance Branch Activity Summary			
	1990 - 91	**1989 - 90**	**1988 - 89**
Debt-counselling sessions	5,378	5,260	4,770
O.P.D.'s granted	748	651	674
O.P.D.'s (paid/defaulted/settled)	670	593	567
Total OPD/DAB Caseload	1,891	1,827	1,712
Funds disbursed by O.P.D.	$ 3,324,589.48	$ 3,462,336.56	$ 3,160,986.00
10% O.P.D. Levy (revenue)	$ 372,196.87	$ 318,173.11	* 0
Funds disbursed by D.A.B.	$ 652,635.10	$ 906,180.11	$ 699,092.00
3% D.A.B. Levy (revenue)	$ 10,587.02	$ 10,287.40	* 0
Total funds returned to Credit Industry	**$ 3,977,224.00**	**$ 4,368,516.67**	**$ 3,860,078.00**

** O.P.D. and D.A.B. Levies (Bankruptcy Act, R.S.C. 1970, C, B-3, Section 211, Rule 30) Administration Cost, Debtor Assistance Branch - collection began July 1989.*

Table 5: Debtor Collection Act Activity Summary			
	1990	**1989**	**1988**
Agency licences issued	139	132	144
Collector licences issued	724	712	820
Written complaints	137	111	123
Telephone complaints	182	154	202
Total complaints	**319**	**265**	**325**
Licences (cancelled/refused/suspended)	8	0	7
Prosecutions	0	0	0
Gross collections	62.7 **	58.4 **	48.5 **
Bonds posted	5.25 **	4.9 **	4.1 **

** *millions of dollars*

Consumer Operations

Consumer Operations was formed in 1988 by amalgamating Investigation Services, Motor Dealer Licensing, and the Cemeteries Branch under one Director. Consumer Services offices now perform a generalist function as opposed to a specialist function. The amalgamation has resulted in a streamlining of investigation and inspection duties by the consumer services officers.

Mandate

To allow consumers to operate in a fair and equitable marketplace and to make the best decision possible, given all the facts.

Legislative Authority

The statutes which give rise to most investigations are the Consumer Protection Act, Trade Practice Act, Motor Dealer Act, and the Credit Reporting Act.

The following statutes are also administered by the branch: Guide Animal Act, *(which replaced the Blind Persons Rights Act on August 28, 1990)*, the Multilevel Marketing Regulation Act, Sale of Goods Act, the Cemetery and Funeral Services Act *(which replaced the Cemetery Act, the Cremation Act, the Cemetery (Municipal) Act, and the Funeral Plan Act on February 9, 1990)*. Investigation services are also provided relating to the Residential Tenancy Act, Travel Agents Act, and Debt Collection Act.

The Consumer Protection Act provides disclosure rules for consumer sales contracts and sets conditions for food plan contracts, fitness and health contracts, and negative option schemes. It is designed to promote fair dealing in the market place and to prevent misleading or unconscionable acts or practices.

A consumer placed a down payment of $8,100 on renovations to her home. After the contract was cancelled (under provisions of the Consumer Protection Act, ie. 7-day "cooling off" period), supplier failed to repay this amount within the required 15 days. The Ministry, on behalf of the complainant, sued the company and was awarded $24,300.

The Trade Practice Act applies to most contracts between individuals and businesses except real property, securities and contracts for insurance.

Personnel and Resources

Consumer Operations has offices in Prince George, Kelowna, Kamloops, Vancouver and Victoria, comprising 23 FTEs, with an annual budget of approximately $1.25 million.

Registration fees for motor dealers and travel agents generate approximately $617,000 in revenue.

Investigation Services

Branch Activities

Investigations can be carried out anywhere in the province. Investigators are based in Prince George, Kelowna, Kamloops, Vancouver and Victoria.

Annual Highlights

The major areas of complaint during the year were related to misleading and deceptive practices affecting the elderly and disabled, particularly with regard to home repairs.

Motor Dealer Licensing

Legislation

The Motor Dealer Act came into effect in January, 1979. The Act requires that a person must be registered to carry on business as a motor dealer. To obtain registration, a motor dealer must maintain and occupy proper business premises in a properly zoned area; have a display area; and operate repair facilities or maintain a service contract with a repair outlet. The premises must be identified by a sign and the applicant must post security.

The Act also provides that certain information regarding a motor vehicle, if known to the dealer, must be passed on to the purchaser via the purchase and sales agreement.

The purchaser must be informed if:

- a vehicle is known to have been a taxi, a lease or rental unit, or a police vehicle;
- a used motor vehicle has been damaged at a cost exceeding $2,000;
- a vehicle has been brought into the province for resale, or if it was previously registered in another jurisdiction.

The seller must also disclose whether the odometer of the motor vehicle accurately records the true distance travelled by the motor vehicle. All motor vehicles offered for sale must have a selling price affixed to them.

A full refund was paid to an individual after ministry enquiries showed that the motor dealer failed to disclose previous damage in excess of $2000 and that the vehicle was a "re-built". The company provided voluntary restitution in the amount of $11,250.

Branch Activities

Branch staff:

- processes applications for registration and issue registration to successful applicants;
- provides yearly renewal registration to 1,692 motor dealers and collect registration fees;
- maintains files and records of securities posted by motor dealers and ensure that securities are kept current;

- conducts inspections of motor dealers' premises, records and motor vehicles offered for sale;
- investigates consumer complaints of alleged violations of the Act and recommend prosecutions where applicable;
- identifies and investigates individuals who carry on the business of a motor dealer without registration.

When necessary, the registrar conducts hearings to suspend or cancel a motor dealer's registration, or to refuse registration of a new applicant. The registrar also meets with motor dealer associations throughout the province to discuss industry problems and possible legislation changes.

In 1990, a retired couple purchased a fifth wheel trailer for $70,551. The trailer was found to be infested with powder post beetles. Due to efforts by this ministry, the manufacturing company replaced the 1990 model with a brand new 1991 trailer valued at $72,000 with a guarantee against further infestations of powder post beetles.

Table 6: Consumer Operations Activity Summary

	1990 - 91	1989 - 90	1988 - 89
Motor Dealer Renewals	1,692	1,600	1,600
Motor Dealer Inspections	1,004	1,293	993
Motor Dealer Hearings	23	39	48
Investigative files opened	1,032	992	646
Telephone complaints	32,589	31,075	27,752
Criminal prosecutions	44	23	17
Warnings	298	314	269

Table 7: Consumer Operations Investigation Summary			
	1990 - 91	1989 - 90	1988 - 89
Auctioneer/Pawnbroker	5	2	4
Charitable Solicitations	4	2	2
Entertainment/Hobbies	41	37	39
Funeral Act offenses	5	11	13
Financial Services	23	30	11
Home Appliances	64	77	40
Home Furnishings	38	30	31
Home Renovations	110	62	29
Motor Dealer Act offenses	379	271	208
Personal Services	55	68	52
Travel Act offenses	8	4	10
Vehicle - new	96	78	44
Vehicle - used	175	118	65
Vehicle - transmission repairs	11	8	3
Vehicle - other repairs	44	52	21
Residential Tenancy Act	6		
Debt Collection Act	8		
Vehicle Lease Rent	13		
* Advertising	62	44	16
* General	37	41	43
* Purchase	51	49	13
* Repairs	7	4	1
* Warranty	3	5	1
TOTAL	**1245**	**992**	**646**

(denotes items not included in other categories)*

Registrar of Cemeteries and Funeral Services

Regulatory supervision of this industry dates back to the 1950's.

The Public Utilities Commission was responsible for regulation until 1973 when regulatory jurisdiction was turned over to the Minister of Health Services and Hospital Insurance. Responsibility was transferred to the Minister of Consumer Services in 1974. In 1986, the regulatory jurisdiction was turned over to the Ministry of Labour and Consumer Services.

Legislation

The Registrar of Cemeteries and Funeral Services administers the Cemetery and Funeral Services Act which was proclaimed February 9, 1990. It replaces five outdated acts which previously regulated the cemetery, cremation and funeral service industry.

The Cemetery and Funeral Services Act gives the Minister of Labour and Consumer Services general jurisdiction over all cemeteries, columbaria, crematoria and pre-paid funeral services in B.C. The Cabinet may also make regulations governing these services.

Summary of benefits of the new legislation:

- Bans telephone solicitation and direct selling at a person's residence. This ban also applies to direct selling of any form of insurance intended to provide for cemetery of funeral services.
- Establishes an Advisory Council to provide the Minister and Registrar with advice on issues of concern to the industry and public.
- Replaces a complex approval process requiring ministerial attention for administrative matters, by giving regulatory authority for most approvals and decisions directly to the registrar. Decisions of the registrar may be appealed to the Commercial Appeals Commission.
- Sets out clear administrative procedures for establishing and operating cemetery, mausoleum, columbarium and crematorium facilities; for disposing of human remains and cremated remains; and for exhuming, disinterring and closing cemetery facilities.
- Makes disposition preference expressed in a will, pre-need cemetery services plan or prearranged funeral services plan binding – except where compliance would be unreasonable, impractical or a hardship.
- Addresses the issue of consumer protection and rights of cancellation for the sale of lots, cemetery services and pre-paid funeral services.

The new cemetery legislation sets out how a new cemetery, columbarium, mausoleum or crematorium may be established through a Certificate of Public Interest.

In 1990/91 there were 762 registered cemeteries, 22 crematoria and 6 mausolea in British Columbia.

All commercial, municipal, and some other large cemeteries, are further required to maintain a perpetual care fund, which represents a minimum of 25 per cent of the price of a plot in each of the cemeteries, along with a $10 minimum fee for each memorial marker installed. These funds are invested in trust with a savings institutions.

The principal amount cannot be removed without the permission of the Registrar of Cemeteries and Funeral Services. Any monies earned from the principal may, however, be used for care and maintenance of the individual cemetery.

The Act also regulates closing of cemeteries and their conversion to other uses, such as parks.

Many smaller cemeteries in the province are maintained by boards of trustees appointed by the Minister under authority of the Cemetery and Funeral Services Act.

Branch Activities

Annual reports from all publicly operated cemeteries and from operators selling pre-need cemetery and funeral services plans are filed with the registrar each year. These documents are reviewed for correctness, including proper contributions to trust funds. Financial statements are required from those cemetery and funeral operators that sell pre-arranged cemetery or funeral plans.

All consumer complaints dealing with both the funeral and cemetery industry are referred to the registrar's office for resolution or enforcement considerations.

The registrar's office maintains regular contact with the B.C. Funeral Service Association, the Cemetery Association of British Columbia, and a number of consumer groups regarding concerns about the two industries. Regular contact is also maintained with financial institutions with respect to regulatory requirements and trust monies handled on behalf of the cemetery and funeral industries.

Registrar of Travel Services

Mandate

To ensure consumer protection and marketplace credibility of persons offering travel services through the administration of the Travel Agents Act.

Legislative Authority

The Registrar of Travel Services administers the Travel Agents Act of British Columbia to ensure that all travel agencies in the Province selling or offering wholesale or retail travel services to the public are registered.

During the year, Travel Services, with the approval of the Travel Assurance Board, repatriated 239 travellers who were stranded in Hawaii and Mexico by an airline collapse.

The board and the branch also assisted another 585 persons who had prepaid their holiday to the airline for vacations in Europe, Hawaii and Mexico.

By coincidence, the Minister of Labour and Consumer Services saw first hand the type of service provided to consumers, as he had the pleasure of returning from abroad with some passengers who had been stranded.

Branch Activities

Travel Assurance Fund

The Office of the Registrar of Travel Services collects initial and semi-annual contributions to the Travel Assurance fund.

The fund is drawn upon to reimburse consumers who have pre-paid for travel services they will not receive. Consumers making a claim on the fund must have paid for travel services with a B.C. registrant.

During 1990/91, 1131 consumers made claims on the Travel Assurance fund.

The fund balance at the end of fiscal 1989/90 was $419,673. The fund received revenue of $368,560 from registrants and $6,658 in recoveries. The fund balance at the end of the fiscal year was $102,287.

Travel Assurance Board

The fund is administered by the Travel Assurance Board which is appointed by the Lieutenant Governor in Council.

The Travel Assurance Board met 19 times and approved 611 claims totalling $692,604. The board, with the approval of the minister, authorized emergency payments of $57,555 to consumers who were placed in circumstances where immediate funds and facilities were necessary to alleviate suffering and inconvenience.

Registered Travel Agents and Tour Wholesalers

There were 1,002 registered travel agents and tour wholesalers in the province as of March 31, 1991, an increase of 103 from the previous fiscal year. During the year, 22 registrants went out of business either through bankruptcy, voluntary surrender of registration or revocation of their licence by the registrar; three of those closures resulted in claims against the fund. There were 125 new registrations issued for the same period.

Residential Tenancy Branch

The Residential Tenancy Branch administers the Residential Tenancy Act and aims to encourage self-resolution of landlord-tenant problems through public education and information. The branch also provides an accessible and inexpensive means of formal resolution for certain disputes.

There are approximately 400,000 rental units in British Columbia regulated by the Residential Tenancy Act. Residential properties as diverse as basement suites, manufactured home pads, highrise apartment buildings, single family homes and some long-term hotel tenancies and rooming houses fall under this legislation.

Approximately 70 per cent of the rental units are located in the Lower Mainland area, with another 10 per cent in the Victoria area and the balance spread throughout the province.

Mandate

Principal functions of the branch are to:

- provide information to landlords and tenants on their rights and responsibilities under the legislation through telephone inquiries, personal interviews and correspondence;
- administer a dispute resolution process using government appointed arbitrators; and
- improve public awareness of Residential Tenancy Act provisions by providing speakers to landlord, tenant and community groups.

Legislative Authority

The Residential Tenancy Act regulates all major aspects of landlord-tenant relationships for residential premises, including rights and responsibilities of landlords and tenants, methods and reasons for terminating tenancies, repair and maintenance of premises, rent increases, security deposits, and monetary matters. Mobile home pad tenancies are also regulated under the Act.

Comprehensive legislative changes governing residential tenancies in British Columbia was first introduced in 1974. These legislative changes responded to a recognized need for new statutory provisions governing modern residential tenancies.

The current Residential Tenancy Act (1984) instituted a system of shared jurisdiction over urgent residential tenancy disputes. Specific disputes are resolved through arbitration administered by the Residential Tenancy Branch unless: the parties agree to have disputes resolved by the courts; the parties appoint their own arbitrator to resolve a specific dispute; or, one party obtains a court order removing the dispute from the jurisdiction of the arbitrators.

Changes to Residential Tenancy Act

On September 1, 1990, amendments to the Residential Tenancy Act were proclaimed prohibiting discrimination against families with children in the rental market.

Branch Activities

Arbitration

The arbitration process is designed to provide a relatively inexpensive and quick method of binding dispute resolution which is less formal and more accessible to landlords and tenants than the Court.

Decision-making powers under the legislation are vested in the arbitrators. An order of an arbitrator is enforceable by filing the order in the Supreme or Provincial Court and is reviewable on questions of law or jurisdiction only, under the Judicial Review Procedure Act.

Twenty-one arbitrators appointed by the Minister of Labour and Consumer Services were contracted to provide arbitration and related services to the Residential Tenancy Branch in the fiscal year.

The branch processed 11,404 applications for arbitration during the reporting period. The most prevalent subject matters of these applications were: monetary claims, disputed notices of termination, orders of possession, applications for early termination and repairs and services.

Branch Information Officers

Information on landlord-tenant matters is provided by the branch's officers to assist landlords and tenants in resolving problems between themselves or, where such self-resolution is not possible, to enable them to pursue a resolution through arbitration or court action.

Access to Residential Tenancy Information and Assistance

The main office of the Residential Tenancy Branch is located in Burnaby with a branch office in Victoria. These offices receive arbitration applications, answer public inquiries on landlord-tenant matters and supply prescribed forms and informational material about the Residential Tenancy Act.

Persons anywhere in the province can quickly access branch services through their Government Agent.

Government Agents can:

- supply the public with prescribed forms and brochures;
- receive arbitration applications for immediate facsimile transmission to the branch: and
- forward landlord and tenant inquiries to the branch.

Annual Highlights

The new Small Claims Act, proclaimed in February 1991, resulted in an increase in the monetary limit of claims that may be arbitrated to $10,000.

Personnel and Resources

Residential Tenancy Branch is staffed with 30 full-time equivalent employees, 24 in the Burnaby office and six in Victoria.

Actual expenditures for the fiscal year totalled $2,204,985, while revenues for arbitration filing fees totalled $398,018.

Table: 8 Residential Tenancy Branch Activity Summary		
	1990 - 91	1989 - 90
Arbitration applications	11,404	9,037
Monthly average	950	753
Telephone inquiries	112,377	107,294
Monthly average	9,365	8,941
Walk-in inquiries	19,461	19,453
Monthly average	1,622	1,621

Table: 9 Arbitration Files Opened		
	1990 - 91	1989 - 90
Repairs / Services	416	483
Order of Possession	4,045	3,895
Early Termination	527	545
Disputed Termination	1,617	1,930
Monetary	4,597	2,295
Miscellaneous	202	1,211
Total	**11,404**	**10,337**

Liquor Programs

Liquor Control and Licensing Branch

The primary purpose of the Liquor Control and Licensing Branch is to maximize economic and social benefit to the community while minimizing the social cost associated with the public consumption of liquor.

Mandate

The branch is responsible for:

- issuing and transferring licenses for the sale of liquor;
- licensing breweries, distillers and wineries, and their agents;
- approving and monitoring product advertising;
- inspecting licensed premises to ensure they comply with the law;
- taking appropriate disciplinary action against licensees for contravention of the Liquor Control and Licensing Act and Regulations.

Legislative Authority

The branch operates under the Liquor Control and Licensing Act and Regulations.

Licence Classes

There are nine categories of licences.

"A" Licences: Hotels, resorts,clubs, recreational centres, aircraft, trains, motor vessels, airports, municipally and provincially-owned cultural centres, universities, military messes.

"B" Licences: Dining establishments engaged in the service of food.

"C" Licences: Cabaret primarily engaged in providing entertainment.

"D" Licences: Neighbourhood Public Houses.

"E" Licences: Sport stadiums or concert halls.

"F" Licences: Establishments oriented to marine activities (Marine Public Houses.)

"G" Licences: Licensee Retail (Beer and Wine) Stores.

"H" Licences: Licensee Retail Stores issued to Non-Conforming Hotels.

"I" Licences: Restoration Public House.

A total of 525 new licences were issued in 1990/91.

Branch Activities

LICENSING

In 1990/91 a new class of licence was introduced, the branch embarked on a regionalization initiative designed to improve overall service, and licensing policies and procedures were made available to the public in a policy manual complemented by a series of information pamphlets.

1. **New "I" Class Licence**

This new class of licence was designed to allow licensed hotels to redevelop their premises and maintain a liquor licence. This applies to hotels with rooms not being used for accommodation, or hotels which are not economically viable, or hotels which burn down or are not being used for their original purpose for any other reason. The new class of licence should, over time, result in smaller, more attractive licensed premises with fewer seats and additional commercial enterprises compatible with local community plans.

2. **Regionalization**

Over the course of 1990/91 a number of services performed by branch head office staff were assigned to field staff. January 1991 saw the extension of the regionalization initiative to the point where senior inspectors assumed responsibility for preparing the final staff assessment of licence applications.

3. **Licensing Pamphlets/Policy Manual**

A new series of colour-coded pamphlets was introduced in an effort to make licensing policies and procedures accessible and easy to understand. A general information pamphlet is complemented by detailed pamphlets specific to restaurant licences, neighbourhood and marine public house licences, and Responsible Beverage Service training requirements for Special Occasion Licences.

A comprehensive licensing policy manual was introduced in September, 1990, and has been extremely well received by staff and industry organizations. The manual is scheduled to be fully revised and re-issued in the 1991/92 licensing year after which it will be updated on a regular basis and made available for purchase by the general public.

ENFORCEMENT

Five regional senior inspectors and twenty-two inspectors located throughout the province serve Greater Vancouver, Vancouver Island, and regional districts with offices in Burnaby, Victoria, Nanaimo, Campbell River, Prince George, Terrace, Kamloops, Kelowna, Vernon, Penticton, Cranbrook and Trail. Each inspector is responsible for overseeing the conduct of all licensed establishments in his/her area to ensure they operate in compliance with the Liquor Control and Licensing Act and Regulations.

Minor problems are handled locally by the inspector. More serious ones are referred to the regional senior inspector for formal action pursuant to the Liquor Control and Licensing Act, which may result in a restriction, suspension or cancellation of liquor licensing privileges. The most serious or sensitive problems are referred to the general manager or his designate.

In addition to their enforcement activities, inspectors assist applicants throughout the licensing process, and play an educational role in the community. They liaise with police and other government agencies, monitor licensed establishments and investigate complaints.

Situations which result in enforcement proceedings include service to minors, service after hours, over-service of patrons, serving liquor without food in restaurants, and problems associated with entertainment *(usually those which cause or contribute to lack of control in the establishment)*.

The Police Walk-Through Program is an effective enforcement strategy.

The program, where police walk through licensed premises and fill in a "check-list" report, provides a highly visible police presence and acts as a deterrent to criminal or disorderly conduct and to infractions of the Liquor Control and Licensing Act.

Police reports which indicate problems in the operation of a licensed establishment are considered by the branch and appropriate action taken to ensure compliance with the Act, Regulations, and terms and conditions of the licence.

Personnel and Resources

In 1990/91 the Liquor Control and Licensing Branch employed 72 staff (full-time equivalents).

Table 10: Revenues	1990 - 91	1989 - 90
Licence Issuance Fees	$ 3,868,067.50	$ 3,774,492.75
Distillers Licence Fees	1,000.00	3,000.00
Winery Licence Fees	6,500.00	5,500.00
Brewers Licence Fees	334,652.90	294,116.97
Special Occasion Licence Fees	391,978.00	417,550.37
Transfer Fees	163,225.00	196,350.00
Transfer of Shares Fees	42,025.00	37,750.00
Changes	14,800.00	nil *
Sundry Receipts	27,719.91	17,153.20
Referendum Fees	2,300.00	22,500.00
Application Fees	26,250.00	27,875.00
Agent Fees	1,250.00	6,800.00
** Liquor Purchase Assessment Fees	nil	7,918.32
TOTAL	**$ 4,879,768.31**	**$ 4,811,006.61**

* *Changes included in Sundry Receipts in 1989/90*
** *Not collected in 1990/91*

Table 11: Actual Expenditures	1990 - 91	1989 - 90
Salaries and benefits	$ 3,031,616.00	$ 2,556,550.00
Operating Costs	703,663.00	777,730.00
Asset acquisitions	92,911.00	105,269.00
TOTAL	**$ 3,828,190.00**	**$ 3,439,545.00**

Table 12: Summary of Liquor Licences by Category 1990 - 91				
	Renewed	**New**	**Cancelled**	**Total**
"A" Licences	**1,602**	**31**	**13**	**1,620**
Public House	10	0	0	10
"A" Pub	430	2	2	430
Combined Pub	11	0	1	10
Lounge	1,146	29	10	1,165
Mess	5	0	0	5
"B" Licences	**3,796**	**437**	**138**	**4,095**
Dining Room	1,085	199	62	1,222
Dining Lounge	2,212	194	58	2,348
Dining Lounge/Holding Area	499	44	18	525
"C" Licences	**184**	**8**	**9**	**183**
Cabaret				
"D" Licences	**264**	**3**	**0**	**267**
Neighbourhood Pub				
"E" Licences	**17**	**2**	**1**	**18**
Stadium	17	1	1	17
	0	1	0	1
"F" Licences	**28**	**3**	**0**	**31**
Marine Pub				
"G" Licences	**141**	**41**	**1**	**181**
Licensee Retail Stores				
"H" Licences	**27**	**0**	**0**	**27**
Licensee Retail Stores				
"I" Licences	**0**	**0**	**0**	**0**
Restoration Public House				
TOTAL	**6,059**	**525**	**162**	**6,422**

Table 13: Liquor Enforcement Statistics 1990 - 91	
Warning Letters	131
Hearings	58
Suspensions	54
Agents suspended	1

Client Satisfaction Survey

Service Quality

It is anticipated that regionalization coupled with the initiative to provide more information to potential applicants and licensees will be a major step forward in the branch's drive to focus major licensing activities at the local level and to improve service quality.

As part of the service quality strategy, the branch implemented a client satisfaction survey which is on-going. Initial results are encouraging and our goal is to provide a level of service that our clients consider "excellent" or "very good."

Liquor Distribution Branch

Liquor Distribution Branch manages the distribution of beverage alcohol products in the province and retails alcoholic beverages.

The branch produces a product guide every month and handles consumer enquiries regarding prices, stock selection and service.

(See Liquor Distribution Branch Annual Report for detailed summary of activities.)

Alcohol and Drug Programs

Alcohol and Drug Programs (ADP)

Mandate

Alcohol and Drug Programs is responsible for planning, funding and coordinating treatment and prevention programs related to the abuse of alcohol and other drugs in British Columbia. This has been accomplished through a regionalized organization designed to respond to community needs.

Legislative Authority

Alcohol and Drug Programs operates under the authority of the Supply Act.

Organization

During 1990/91 Alcohol and Drug Programs initiated a restructuring process to align central and regional office responsibilities more closely. This process was guided by its management committee, composed of the executive director, director of management services, and five regional directors, assisted by a medical adviser.

Regional directors were responsible for establishing and maintaining alcohol and drug prevention and treatment delivery systems in the following geographic regions:

- Region 1 - Lower Mainland
- Region 2 - Fraser Valley
- Region 3 - Thompson-Okanagan /Kootenays
- Region 4 - North
- Region 5 - Vancouver Island, Gulf Islands and Central Coast

Regional offices managed contractual agreements with private agencies and societies delivering alcohol and drug treatment services, liaised with community organizations, distributed alcohol and drug information, and consulted with other provincial government programs and agencies.

Management Services in central office was responsible for coordinating financial procedures and personnel, evaluation and research, coordinating information systems, general policies, as well as community awareness programs, which included social marketing, educational resource development and the TRYline information/referral service.

In December, 1990, Management Services was reorganized as part of the restructuring process. Responsibility for coordinating financial procedures, personnel and information systems was assigned to a director of program analysis and planning.

A director of prevention was created with the responsibility for community awareness programs, which included social marketing, educational resource development and the TRYline.

Responsibility for clinical programs, including the development of service standards, was assigned to a new director of clinical services. This position also was given responsibility for quality assurance and overall clinical evaluation.

"TRY - The Responsibility is Yours"

This was the final year of the three-year $137 million multi-ministry Community Awareness and Action Plan (CAAP) to counter substance abuse in British Columbia. Evaluation of CAAP showed that Alcohol and Drug Programs achieved significant success in meeting the following objectives:

- Developing a comprehensive strategy of prevention under the banner of TRY - "The Responsibility is Yours"
- Developing innovative community projects through the TRY program
- Expanding and enhancing treatment resources
- Evaluating TRY program and treatment resources.

TRY in Action -- Prevention Programs and Initiatives

The thrust of the TRY Program is prevention at the community level, achieved by increasing awareness, education and earlier intervention. This reflects the understanding that long-term solutions will be the result of people changing their attitudes towards substance use, and ultimately changing their own behaviour.

TRY Community Awareness

The first step towards prevention is to increase awareness. To achieve this, three preventive messages have been stressed:

- Alcohol and drug abuse affects everyone.
- Alcohol and drug abuse can be prevented.
- All individuals must take responsibility for changing their own attitude and that of their community towards alcohol and drug abuse.

In 1990/91, Alcohol and Drug Programs developed and delivered prevention services with the Alcohol-Drug Education Service in Vancouver, outpatient clinics, community groups and private organizations.

Over $2.2 million was spent on the following initiatives:

- Media campaigns - including radio, ethnic programming, busboards and inserts in professional journals.
- Community marketing - working together with community groups, professional associations and private companies, such as teachers, physicians, media publishers, pharmacists, broadcasters and B.C. dairies.
- Drug Awareness Week - this highly successful provincial event attracted hundreds of British Columbians during the week of November 4-10, 1990. Over 250 groups reported more than 800 projects. A provincial survey found that 68 percent of respondents were aware of this event.
- TRYline - a 24-hour toll-free information and referral service for British Columbians (1-800-663-1441). By the end of the fiscal year, over 23,000 calls had been received since the service began on January 1, 1989.

- Demand reduction strategies - alcohol and drug information was developed on specific topics, and to address the needs of special population groups. Programs and information material were developed for high risk youth, parents, Chinese Canadians and Indo-Canadians.

- Educational resource materials - pamphlets and brochures were distributed to community agencies and groups by regional offices of Alcohol and Drug Programs.

A public survey following Drug Awareness Week showed that nearly one in two British Columbians was aware of the TRY program and its message of responsibility.

Community Action Program (CAP)

During the final year of this CAAP initiative, individuals, community groups and associations continued to be encouraged to help develop local, innovative prevention and treatment programs.

Regional review committees, whose members were appointed from local communities, recommended grant awards for 164 projects in 1990/91 totalling $1.3 million.

Over the past three years, almost $4 million was awarded to 396 projects. More than one-half of these grants went to projects for young people and their parents, including school plays, videos, workshops and projects promoting drug-free secondary school graduations.

TRY Prevention Initiatives by other Ministry of Labour and Consumer Services Programs

- Promoting awareness and education related to drinking and driving - *CounterAttack*

- Responsible Beverage Servers Education Program - now mandatory for all licensees and beverage servers - *Liquor Control and Licensing*

- Participation in TRY awareness campaign activities and Drug Awareness Week - *Liquor Distribution Branch*

TRY prevention initiatives by programs in other Ministries

- Learning for Living Curriculum - to educate young people about alcohol and drugs and help them choose a healthy lifestyle - *Ministry of Education*

- Seniors Drug Action Program - to heighten awareness of seniors and health professionals about medication use - *Ministry of Health, with Responsibility for Seniors*

- Perinatal Awareness Program - to heighten awareness of physicians, nurses and parents about the effect of substance abuse on the unborn child - *Ministry of Health*

- Training for Professionals Program - to develop curriculum materials that teach health professionals how to identify and treat substance abuse - *Ministry of Advanced Education, Training and Technology*

- Off-Reserve Community Action and Awareness Program - to heighten the awareness of native people and foster action against substance abuse - *Ministry of Native Affairs*

- Impaired Drivers and Novice Drivers Awareness Programs - to educate new drivers and impaired offenders about the dangers and penalties of drinking and driving - *Ministry of Solicitor General*

In addition to these specially designed programs, outpatient clinics dedicated up to 15 per cent of service hours to community-based prevention activities.

Treatment Programs

By the end of 1990/91, 14 treatment programs were being delivered directly by Alcohol and Drug Programs and 170 by government funded, community-based societies and agencies:

- **Detoxication programs** - eight programs provided services to clients requiring medical supervision while withdrawing from chemical dependency.

- **Outpatient programs** - counselling services were available for clients and their families. By the end of 1990/91, these community-based programs had more than doubled in number to 131 services since the beginning of the TRY program. Provincial expenditures increased from $17.7 million in 1989/90 to $18.6 million in 1990/91.

- **Residential programs** - two-to six-week programs were available for clients who needed specialized, structured therapy and life skills training. In 1990/91, $6.3 million was spent on programs in 11 centres.

- **Supportive Recovery programs** - two-to six-month programs were available for clients who needed structured, extended help to regain their health and develop better life skills. In 1990/91, $1.8 million was spent on services in 20 centres.

- **Hospital Chemical Dependency Resource Teams (CDRT)** - pilot teams demonstrated the benefits of educating health professionals to identify, intervene and refer patients with a substance abuse problem to treatment. In 1990/91 over $1.6 million was spent on maintaining 14 teams in 13 hospitals.

- **Correctional Institution Services** - services were provided in 25 correctional facilities to educate and treat inmates.

Youth Services: services to youth and adolescents received priority during the three-year CAAP. Between 1987/88 and 1990/91, admissions of youths under 19 years increased by 57 percent. This was largely the result of specific services developed in communities across the province, such as:

- Peak House, Vancouver: eight beds for intensive care and seven beds for stabilization and assessment.

- two drop-in day treatment centres in Vancouver and Burnaby; two Street Kids programs in Vancouver and Victoria

- counselling services at six youth correctional facilities

- school-based programs in communities such as Vancouver and Prince George; a high risk youth program in Victoria (YM/YWCA).

During 1990/91, Alcohol and Drug Programs joined with other social program ministries to assist the newly-created Child and Youth Secretariat. The Secretariat works with communities to coordinate provincial initiatives addressing youth needs.

Services for Native People: Over the past three years approximately $8 million was spent on outpatient and residential treatment programs for native people.

A director of native services was appointed by Alcohol and Drug Programs in 1990/91 to bring the unique needs of native communities into the process of resource allocation and program planning and management.

TRY Research

Research Review Committee

In 1990/91, the committee fulfilled its mandate to solicit and recommend research proposals. One-third of the 14 approved projects were completed before March 31, 1991; the remainder were to be finished the next fiscal year.

Research topics addressed a wide range of concerns associated with substance abuse, including an adolescent drug use survey, a study to assess the implications of excessive drinking by pregnant women, the development of a format for treating alcohol dependency, and identification of the level of at-risk alcohol intake.

TRY Evaluation

In 1990/91, Alcohol and Drug Programs managed 11 studies to evaluate components of the three-year Community Awareness and Action Plan.

These studies surveyed public awareness and service levels in 1990/91 and compared them with levels in previous years.

The evaluation found that over the three year CAAP period:

1. British Columbians had become more aware of substance abuse issues.
2. Communities had been helped to take action against alcohol and drug abuse.
3. British Columbians had taken increasing responsibility for making healthy choices regarding substance use.
4. Targeted population groups had become more aware of substance abuse issues, and a variety of prevention services had been established to meet their specific needs.
5. More people were receiving treatment. Admissions to treatment services funded by Alcohol and Drug Programs had increased by almost 36 percent over the period.
6. Intervention was happening earlier in the substance abuse cycle, and the profile of the average client receiving treatment had changed. Clients were more likely to be younger, entering treatment for the first time, and more often female.
7. The expansion of community-based services and the establishment of the TRYline had given people easier access to treatment. Of the almost 100 new services developed since 1987/88, over 30 were in communities which had no local service prior to TRY. The TRYline had received over 23,000 telephone calls.
8. More specialized treatment services had been developed in more communities

for target population groups such as native people, women, offenders, seniors and high risk youth.

In addition, regional offices of Alcohol and Drug Programs evaluated specific agency service delivery systems, community action projects and financial and administrative procedures.

TRY Coordinating Committees

Three committees guided the TRY program during 1990/91:

- **Minister's Advisory Committee on Substance Abuse** - the 25 members were drawn from public and private sector organizations and non-profit agencies.
- **Interministerial Committee on Substance Abuse Prevention (ICSAP)** - the 17 members were drawn from ministries and agencies having a direct interest in substance abuse issues.
- **Cabinet Committee on Drug Abuse** - composed of the premier as chairman and seven other ministers representing government programs with direct interest in developing a provincial strategy on drug initiatives, enforcement and education programs.

Table 14: Treatment Services in British Columbia

Program	1990/91	1987/88
Outpatient *	131	58
Detox	8	8
Residential	11	10
Support Home	20	10
CDRT	14	1
Total	**184**	**86**

** Includes services provided in correctional facilities.*

Table 15: Admissions to Treatment in British Columbia

Age Group	1990/91	1987/88	Percentage Increase
0 - 19	4,854	2,971	63%
20 - 64	37,878	28,762	31%
65+	1,511	975	55%
Total:	**44,243**	**32,708**	**35%**

Other Programs and Councils

Drinking Driving CounterAttack

The 1990/91 fiscal year marked the 14th year of the provincial government's Drinking Driving CounterAttack program. Since CounterAttack's inception, the proportion of alcohol-related casualty traffic accidents has been reduced by 50 per cent. This represents a yearly saving of about $100 million in insurance, medical and other costs.

Mandate

The program's mandate is to reduce the cost and severity of alcohol-related traffic accidents through police enforcement, public education, research and evaluation.

Branch Activities

The single most effective way of reducing drinking driving accidents is high visibility police enforcement. CounterAttack coordinates and publicizes two intensive enforcement and public awareness campaigns per year - a four-week campaign during the traditional Christmas period, and a three-week campaign in the Spring when these accidents are at one of their highest points in the year.

Spring CounterAttack

CounterAttack assisted this police enforcement campaign with: television and radio messages produced specifically for the campaign; print advertising, posters and hand-outs; busboard messages; community events, etc. In all, 244,547 vehicles were stopped at police roadchecks.

Christmas CounterAttack

This campaign received CounterAttack advertising assistance equal to the Spring Campaign. Over 324,000 vehicles were checked, and the level of drinking-driving traffic accidents dropped to its lowest point in the year.

Other Police-Related Activities

- 1,021,354 CounterAttack posters, brochures and booklets were distributed to police throughout the province for use in public education events, schools, etc.
- Five additional CounterAttack vehicles were provided to the police for use in roadcheck and public education activities, bringing the total to 26 vehicles owned and maintained by the program.
- 200 Roadside Screening Devices (RSDs) were distributed to the police to use at roadchecks to test drivers for alcohol impairment.
- 250 Police "Resource Kits" were produced containing information and videotapes on drinking driving for use in public presentations.

Year-Round Public Education and Events

Electronic Media - Four new television messages and ten new radio messages were produced; two of these dealt specifically with additional enforcement equipment that CounterAttack supplied to the police (RSDs and vehicles).

The Broadcasters' Association of B.C. donated over $3 million of air time for 4,000 30-second television messages and 29,000 radio messages.

Print production - "The Do's, Don'ts and Dangers of Drinking/Drugs and Driving" booklet accompanies the Motor Vehicle Branch driver instruction manual, and questions from the booklet will be included in the B.C. driver examination.

Brochures, posters and print material were distributed to schools, liquor stores, physicians, police, ICBC, the media and the public.

One new RSD-specific poster and a RSD-specific information card was developed for the police to hand out at roadchecks.

Liaison and Collaboration

- Provincial Government

  Vehicle Management Branch used reflective plastic CounterAttack logo bumper stickers on all government vehicles;

  Liquor Distribution Branch put CounterAttack brochures and posters in all liquor stores;

  Government Agents and Public Health Nurses distributed poster and brochures;

  B.C. News printed CounterAttack articles;

  Motor Vehicle Branch placed CounterAttack material in every driver's license package.

- Federal Government

  In conjunction with the Health and Welfare Canada National Impaired Driving Strategy, CounterAttack administered approximately $120,000 in grant funds for community-based anti-drinking driving projects in B.C.

- Insurance Corporation of B.C.

  ICBC has been a partner in Counter-Attack since 1977. Under its mandate to reduce the cost of vehicle insurance, the ICBC Traffic Safety Education department holds a yearly youth conference, distributes Counter-Attack brochures and posters through auto insurance agents, and organizes local traffic safety committees.

- B.C. Transit Corporation

  During the Christmas CounterAttack, Transit's "Don't Take the Keys" campaign sold reduced fare tickets, ran free transit on New Year's Eve, and advertised the roadcheck campaign using busboards, television, radio, and bus shelter advertising.

  During the Spring, the corporation held their "Gradpass" campaign involving advertising and free transit tickets for all high school graduates.

  The CounterAttack program contributed about $10,000 to each of these Transit campaigns, but received in turn approximately $300,000 in promotion.

- B.C. Ferry Corporation

  CounterAttack messages were placed on the car decks and main deck of ferries on major routes at no cost to the program.

- Coast Guard

  The Canadian Coast Guard placed CounterAttack literature in each "Safe Boating" kit distributed each year to the 50,000 registered boat owners in B.C. at no cost to the program.

- Committees

  CounterAttack staff served on executive of the Police Advisory Committee; represented B.C. on the National Impaired Driving Steering Committee; member of the ICSAP committee; executive of the B.C. Crime Prevention Association; served on the CCMTA drinking driving policy sub-committee.

Branch Personnel and Resources

The branch is staffed by a director, a communications manager, an office manager, and a secretary.

Research and Evaluation

- **Spring and Christmas CounterAttack** police roadcheck enforcement campaigns were evaluated through province-wide pre/post telephone surveys and the analyses of police statistics, and the media.

- **Epidemiological Studies** conducted every six months from each policing jurisdiction are used to identify areas in need of enforcement and education and are distributed widely to the police and policy makers.

- **Collaborative Research** with the Chief Coroner's Office and RCMP "E" Division Forensic Division is being done to help define the role of drugs other than alcohol in fatal traffic accidents. CounterAttack is also working on studies with the State of Washington *(drinking driving accident frequencies)* and the Canadian Red Cross *(impaired boating frequencies and characteristics)*.

British Columbia Council of Human Rights

Mandate

The Council's mandate includes receiving, investigating, settling and adjudicating complaints alleging discrimination contrary to the legislation.

Legislative Authority

The Council is responsible for administering the Human Rights Act.

The legislation protects the fundamental rights of British Columbians by prohibiting discrimination on the basis of race, colour, ancestry, place of origin, religion, political belief, marital status, physical or mental disability, sex, including sexual harassment and pregnancy, age or criminal or summary conviction.

The Council is also authorized to approve special programs to assist disadvantaged groups.

(See B.C. Council of Human Rights Annual Report for detailed summary of activities.)

A decision by the B.C. Council of Human Rights, in favour of a complainant, dealt with the issue of discrimination against disabled persons.

A man had been subject to "horrendous and monstrous conduct" at the hands of his employer, because he was mentally disabled. The employer had subjected the man to physical abuse and paid him no wages. The man was forced to scavenge pop bottles for money to buy food. The chairman ordered the employer to pay the man $21,922.50 in wages and $2000 as some compensation for the abuse.

* * *

In another decision, a group of Indo-Canadian business people were holding a meeting of their association in a private room of a restaurant. When a minor dispute arose over the number of dinners that were to be served, the business people were expelled from the restaurant and a staff member made racist remarks. The council member found that the race and ancestry of the complainants were factors in the expulsion from the restaurant and ordered that the restaurant pay each of the complainants $400 as some compensation for the embarrassment and humiliation.

The Industrial Relations Council of British Columbia

The IRC has the most comprehensive labour relations jurisdiction in Canada. It is responsible for the adjudication of all issues brought before it under the Industrial Relations Act and it also offers dispute resolution services.

(See Industrial Relations Council's Annual Report for detailed summary of activities.)

Support Services

Policy and Legislation Branch

Mandate:

To serve all program areas of the ministry and function as the centre of research and policy expertise.

Branch Activities:

The main tasks of the branch are to:

- provide information and analysis to the ministry's senior officials, and to associated boards and commissions;
- develop legislation and legislative amendments under direction;
- provide program development and evaluation support to line branches;
- participate in inter-ministry ad hoc projects;
- represent the ministry on assigned inter-ministry matters *(eg., a policy specialist attends the Inter-Ministry Working Group on Native Land Claims, led by the Ministry of Native Affairs, to monitor the potential impact of specific land claims on this ministry);*
- advise the Minister on arbitration appointments under Section 95 of the Industrial Relations Act;
- pay one-third of arbitration costs under Section 112 of the Industrial Relations Act;
- provide information to client groups, including employers, trade unions, labour lawyers, academics, and consumer and business organizations, on request.
- publish Negotiated Working Conditions *(annual)*, Calendar of Expiring Collective Agreements *(annual)* and the Labour Directory *(annual)*. These publications are available from Crown Publications Inc.
- published Collective Bargaining Information *(monthly)* until September 1990, when it was superseded by Collective Bargaining Information Monthly Summary, published by the Industrial Relations Council.

The major activities of the branch in the three main program areas are summarized below.

LABOUR PROGRAMS:

During 1990-91 the branch contributed to the ministry's labour program goals by providing information and analysis of policy and legislative options, which addressed the ministry's objectives in industrial relations, employment standards, human rights, occupational health and safety and workers' compensation.

The branch collected and published data on wage settlements and collective bargaining trends in the province, and liaised with the Industrial Relations Council (IRC) on wage settlement data.

The branch maintains a library of all collective agreements signed in the province, and both paper and microfiche copies of all arbitration awards in B.C.

Copies of collective agreements or arbitration awards are available at nominal cost.

The branch also:

- provides ongoing research support to various inter-ministry and ad hoc committees;
- prepares reports to Labour Canada on International Labour Organization (ILO) Conventions;
- prepares reports to the federal department of Secretary of State on international human rights instruments;
- represents the ministry at various federal-provincial meetings of sub-committees of the Canadian Association of Administrators of Labour Legislation (CAALL).

Annual highlights:

- Bill 44, a proposed Pension Benefits Standards Act, received First Reading on June 26, 1990, as an exposure bill. Copies were circulated for public comment. Thirty submissions were received from individuals and organizations. Bill 89, successor to Bill 44, received First Reading on March 21, 1991, and lapsed when the session of the legislature prorogued on March 22. *(Bill 6, successor to Bill 89, received First Reading on May 24, and Royal Assent on June 27, 1991.)*
- The branch took an active part with two other ministries in jointly developing Bill 86, a proposed British Columbia Retirement Savings Plan. The bill was introduced for First Reading as an exposure bill on March 21, 1991, by the Minister of Government Management Services and Minister Responsible for Women's Programs.
- Bill 85, the Employment Standards Amendment Act, was introduced in March, 1991, and came into force on March 12, 1991. The amendments introduced a new unpaid 12-week parental leave for both natural and adoptive parents. A new mother may now have up to 32 weeks combined maternal and parental leave on the birth of a child.
- Consequential amendments to the Employment Standards Act, about group termination notice provisions, were included in Bill 83, the Job Protection Act introduced by the Ministry of Regional and Economic Development. The amendments require employers to provide advance notice of at least eight weeks where 50 or more workers are terminated at a single location, increasing to 16 weeks required notice where more than 300 workers are terminated. *(The amendments came into force on April 12, 1991).*
- An increase in the general minimum wage announced in July 1989, from $4.75 to $5.00, became effective April 1, 1990.

CONSUMER PROGRAMS:

The branch assisted the Residential Tenancy Branch in the development of amendments to the Residential Tenancy Act, which gave families with children the right to rent in most rental accommodations. This was passed in Bill 51 of 1990 and became effective September, 1990.

To meet the ministry's consumer services objectives, the branch continued to consult with the federal government in its development of proposed amendments to the Federal Bankruptcy Act. The branch participated in inter-governmental efforts to develop a proposed voluntary code of practice for Electronic Funds Transfer at Point of Sale, and on consumer credit interest calculation disclosure, consumer education, and plain language initiatives.

The branch provided the services of a policy specialist to serve as recording secretary to the Cemetery and Funeral Services Advisory Council.

LIQUOR PROGRAMS:

The branch advised and assisted the deputy minister, the Liquor Control and Licensing Branch, the Liquor Distribution Branch, and the Liquor Appeal Board on a variety of liquor-related issues.

Amendments were prepared for the Liquor Control and Licensing Act and Regulations, including a new category of liquor licence creating the Restoration Public House. This "I" licence is designed to promote the redevelopment of hotels that no longer conform to their licensing requirements, into a more viable pub-style operation, which may help to promote improvements to the neighbourhood.

The branch drafted a set of practice and procedure rules for use by the Liquor Appeal Board.

Branch staff sat as panel members of the Liquor Licensing Committee, and assisted the deputy minister in appeals heard under the now-repealed section of the Liquor Control and Licensing Act which referred licensing appeals to the minister.

The branch drafted regulations to implement the Liquor Control and Licensing Branch's Responsible Beverage Service Program.

At the request of the Liquor Control and Licensing Branch, policy staff began reviewing the Liquor Control and Licensing Act Regulations.

The branch participated in the work of an interministerial committee's review of the brief submitted by the B.C. Civil Liberties Association, which, among other things, recommended repeal of S. 43 of the Liquor Control and Licensing Act, which makes it an offence to be intoxicated in a public place.

LIBRARY:

The ministry library, located in this branch, currently carries over 11,000 titles, plus a collection of journals and government publications.

Major library functions are to:

- provide current information, awareness and information referral services to ministry staff;
- maintain centralized publications ordering and accounts payable;
- provide standardized cataloguing services, and arrange inter-library loans and reference services for the ministry and outside users.

Personnel and Resources:

The branch has 17 staff located in Victoria, which include policy specialists, policy analysts and support staff.

Table 16: Unions with a Membership in British Columbia Greater than 5,000	
Union	**1990**
B.C. Government Employees' Union (and affiliates)	47,191
Canadian Union of Public Employees	42,824
B.C. Teachers' Federation	36,088
I.W.A.-Canada	33,058
Hospital Employees' Union	30,787
B.C. Nurses' Union	21,057
Teamsters	19,632
Food and Commercial Workers	19,018
Public Service Alliance of Canada	15,850
International Union of Operating Engineers	12,119
United Brotherhood of Carpenters and Joiners	11,979
Telecommunications Workers' Union	11,101
United Steelworkers of America	9,935
Hotel and Restaurant Employees	9,722
Office and Professional Employees	9,411
International Brotherhood of Electrical Workers	9,305
Canadian Paperworkers' Union	9,130
Laborers' International Union of North America	8,806
International Association of Machinists	8,537
Health Sciences Association	7,141
Pulp, Paper and Woodworkers of Canada	6,940
United Fishermen and Allied Workers	6,198
C.A.I.M.A.W.	5,764
U.A. (Plumbers)	5,627
Canadian Union of Postal Workers	5,311

Table 17: **WORK STOPPAGES IN BRITISH COLUMBIA**

Three Year comparison 1988-1990

	Stoppages			BC Workers Directly Involved			Duration in Worker-Days		
	1988	1989	1990	1988	1989	1990	1988	1989	1990
TOTAL ALL INDUSTRIES	**70**	**103**	**70**	**49,133**	**61,838**	**17,244**	**400,067**	**569,885**	**198,194**
PROVINCIAL	**62**	**98**	**67**	**39,115**	**60,701**	**17,013**	**378,102**	**549,390**	**190,776**
FEDERAL (a)	**8**	**5**	**3**	**10,018**	**1,137**	**231**	**21,965**	**20,495**	**7418**
GOODS PRODUCING	**38**	**36**	**21**	**11,910**	**12,285**	**7,366**	**154,520**	**329,801**	**57,952**
Agriculture									
Forestry	1		1	100		50	180		810
Fishing		4			5,397			36,076	
Mines (b)	3	8	4	365	4,637	1,297	37,044	148,110	3818
Manufacturing	33	23	13	11,438	2,181	5,548	117,275	145,315	52,511
Construction	1	1	3	7	70	471	21	300	813
SERVICE PRODUCING	**32**	**67**	**49**	**37,223**	**49,553**	**9,878**	**245,547**	**240,084**	**140,242**
Transport (c)	9	14	12	5921	1857	2442	18,623	27,803	49,337
Trade		8	6		98	157		7841	6611
Finance (d)		2	3		20	124		606	1435
Community Services	1	28	16	136	44,681	4134	1360	145,223	52,105
Business (e)	6	9	6	1326	532	113	72,998	20,569	5,059
Public Admin.	16	6	6	29,840	2365	2908	152,566	38,042	25,695

(a) Provincial/Federal Jurisdiction (b) Includes Quarries, Oil Wells
(c) Transportation, Communication & Other Utilities (d) Finance, Insurance & Real Estate
(e) Business & Personal Service

Source: Policy and Legislation Branch, B.C. Ministry of Labour and Consumer Services

Table 18: Collective Agreements Expiring in 1991 (500+ employees)

Employer or Bargaining Agency	Union, Local	Expiry	Employees
Eaton, T. Co	Eaton's Employees	27 Jan	700
B.C. Gas/Columbia Natural Gas	IBEW, 213	31 Mar	560
B.C. Gas/Columbia Natural Gas	OTEU, 378	31 Mar	500
B.C. Hydro	IBEW, 258	31 Mar	1,925
B.C. Hydro	OTEU, 378	31 Mar	1,981
B.C. Pricare	HEU, 180	31 Mar	822
CCERA (Long Term Care)	HEU, 180	31 Mar	2,100
HLRA	HEU, 180	31 Mar	18,827
HLRA	Nurses	31 Mar	17,000
MacDonalds Consol. - Empress/Lucerne	Retail Wholesale, 580	31 Mar	700
UBC	CUPE, 116	31 Mar	1,400
UBC	CUPE, 2950	31 Mar	1,532
Vanc. Richmond Assn. Mentally Handicapped	BCGEU, 403	31 Mar	500
B C A Boilermakers Contractors Assoc.	Boilermakers, 359	30 Apr	950
CLRA	Boilermakers, 359	30 Apr	600
CLRA (Standard Agreement)	Bricklayers, 1	30 Apr	600
CLRA	Carpenters	30 Apr	9,000
CLRA (Inside Wiremen)	IBEW, 213	30 Apr	1,500
CLRA	Iron Workers, 97	30 Apr	1,000
CLRA	Labourers	30 Apr	4,725
CLRA (Heavy Construction)	Operating Engineers, 115	30 Apr	2,300
CLRA	Painters	30 Apr	1,500
CLRA (Cement Masons)	Plasterers, 919	30 Apr	500
CLRA	Plumbers, 170	30 Apr	2,500
CLRA (Standard Agreement)	Sheet Metal Workers, 280	30 Apr	1,600
CLRA (Roofers)	Sheet Metal Workers, 280	30 Apr	600
CLRA	Teamsters, 213	30 Apr	1,200
BCIT	BCIT Staff Society	31 May	580
School District 57 Prince George	Operating Engineers, 858	31 May	500
Forest Industrial Relations (Coast Master)	IWA	14 Jun	17,850
Canadian Forest Products	IWA, 1424	30 Jun	590
CONIFER	IWA, 1424	30 Jun	1,240
Fletcher Challenge Canada	PPWC, 18	30 Jun	564
Interior Forest Labour Relations	IWA	30 Jun	3,800
Master Maintenance Agreement	Service Employees, 244	30 Jun	600
Northwood Pulp & Timber	IWA, 1424	30 Jun	810
Pulp & Paper Industrial Relations Bureau	CPU	30 Jun	9,130
Pulp & Paper Industrial Relations Bureau	PPWC	30 Jun	5,300
School Districts 13, 14, 15, 21, 22, 23, 77, 89	CUPE, 523	30 Jun	788
Scott Paper	CPU, 456	30 Jun	590
Weldwood Canada (Merrill & Wagner)	IWA, 1425	30 Jun	600
Weldwood Canada (Cariboo Division)	IWA, 1424	30 Jun	600
White Spot Restaurant & Dinner Houses	CAIMAW, 112	15 Jul	1,170
B.C. Government (Master)	BCGEU	31 Jul	29,924

Canada Government (Master)	PSAC	28 Aug	15,402
Okanagan Federated Shippers Labour Relations Assn.	Food & Commercial, 2000	31 Aug	1,200
UBC (Teaching Assistants)	CUPE, 2278	31 Aug	1,100
Council of Marine Carriers	Merchant Service Guild	30 Sep	750
Council of Marine Carriers	CBRT, 400	30 Sep	500
Highland Valley Copper	Steelworkers, 7619	30 Sep	1,104
Insurance Corp of B.C.	OTEU, 378	30 Sep	2,400
Finning	Machinists, 692	14 Oct	708
B.C. Buildings Corporation	BCGEU, 17	31 Oct	594
Greater Vancouver Hotel Employers Assn - "Big 8"	Hotel & Restaurant, 40	31 Oct	2,500
B.C. Government	Professional Employees	30 Nov	1,100
Waterfront Foremen Employers	Longshoremen	30 Dec	500
B.C. Assessment Authority	CUPE, 1767	31 Dec	561
B.C. Telephone	TWU	31 Dec	10,000
B.C. Maritime Employers	Longshoremen	31 Dec	4,475
Canada Government (Ships Crew)	PSAC	31 Dec	534
CNR	Non-Operating Unions	31 Dec	1,646
CP Rail	Non-Operating Unions	31 Dec	800
Fish Processors' Bargaining Assn (Roe Herring)	UFAWU	31 Dec	4,500
Fish Processors' Bargaining Assn (Herring Gillnet)	UFAWU	31 Dec	1,000
School District 44 North Vancouver	CUPE, 389	31 Dec	600
School District 43 Coquitlam	CUPE, 561	31 Dec	1,103
Westar Mining (Balmer Operations)	Mine Workers, 7292	31 Dec	965

Finance and Administration

Mandate

To provide accounting and administrative services for the ministry.

Legislative Authority

The Financial Administration Act and central agency policy and procedure manuals guide all government financial and general administration in the ministry. The intent of the legislation is to ensure the proper handling of all public funds by employees of the Crown.

This is accomplished by ensuring all financial transactions of the ministry are properly approved and identified as to their nature, amount, purpose and custodial responsibility.

Branch Activities

Branch staff:

- prepare annual estimates;
- undertake budgetary control;
- prepare and distribute payroll data;
- process accounts payable and revenues and trust funds;
- promulgate financial policies and procedures;
- prepare financial reports and summaries to meet internal and external requirements;
- coordinate office accommodation, telecommunication services, vehicle and records management.

The branch also provides support services to the Industrial Relations Council, the B.C. Council of Human Rights, the Liquor Appeal Board and the Workers' Compensation Review Board.

During the year, the branch commenced a review of its processes, clarified who its customers are, and improved services and communications. As a result, general timeliness of payments to suppliers of ministry programs has improved and is better than the government average.

Planning has started for participation in a computerized financial system pilot project during the coming fiscal year. This pilot project will enhance the financial management capabilities of program managers throughout the ministry, provide more timely information and financial reports to managers and executive, as well as enhance the skills of branch staff.

The branch is also actively committed and supportive to managers in making the ministry's workplace environment safer and ergonomically sound.

As of March 31, 1991, there were 52 separate office locations throughout the province for all ministry programs.

Personnel and Resources

In 1990/91 the Finance and Administration Branch, located in Victoria, employed 25 full-time equivalent employees; 17 in the financial operations and systems section, three in the financial planning and analysis section, three in the facilities and support services section, and two in administration.

Financial Summaries:

The Summary of Revenue and the Summary of Expenditures for the fiscal year ended March 31, 1991, contained in this annual report have been prepared by management in accordance with the accounting policies adopted by the Province of British Columbia, and agree to the best of our knowledge to the audited Public Accounts still to be published.

Table 19: Summary of Revenue for the fiscal year ending March 31, 1991

	1990-91	1989-90
Liquor Control and Licensing	4,879,768	4,811,007
Liquor Appeal Board	8,675	13,200
Motor Dealer Licensing fees	380,280	392,054
Residential Tenancy fees	398,018	270,026
Travel Agents fees	211,803	219,454
Industrial Relations Council	49,690	76,329
Credit and Debtor Assistance	463,641	397,267
Employment Standards fees and licenses	113,070	115,400
Crematoria fees	1,100	1,050
Miscellaneous revenue and credits	134,754	108,048
V.R.D.P. - Revenue Contributions Federal Government	10,513,946	8,572,472
A & D Treatment & Rehab. Agreement	2,051,000	2,051,000
A & D Canada Assistance Plan	424,529	933,498
A & D Young Offenders Agreement (*)	127,767	
A & D Miscellaneous Revenue	300	503
Total Revenue	**19,758,341**	**17,961,308**

(*) *Note: For the 1989/90 fiscal year, the cost-sharing revenues under the Young Offenders Agreement relative to Alcohol and Drug Programs were recorded by the Ministry of the Solicitor General. In fiscal 1990/91, the revenue collected was formally transferred in the accounting records to the Ministry of Labour and Consumer Services.*

Table 20: Summary of Expenditure for the fiscal year ending March 31, 1991 TOTAL APPROPRIATIONS				
Vote No.	**Description**	**Original**	**Revised [1]**	**Actual Expenditure**
44	Minister's Office	301,501	301,501	284,286
45	Ministry Operations			
	- Administration and Support Services	4,892,716	4,702,716	4,561,712
	- Labour Relations	8,265,112	8,265,112	8,157,892
	- Industrial Relations Council	7,034,806	7,034,806	6,844,949
	- Workers' Compensation Review Board and Compensation Advisory [2]	10	10	0
	- B.C. Council of Human Rights	1,580,628	1,580,628	1,551,710
	- Consumer Services	4,599,497	4,789,497	4,740,752
	- Liquor Control and Licensing	4,112,712	4,112,712	3,968,388
	Total Vote 45	**30,485,481**	**30,485,481**	**29,625,402**
46	Prevention and Treatment of Substance Abuse	50,875,018	50,875,018	48,362,560
	TOTAL MINISTRY VOTES [3]	**81,662,000**	**81,662,000**	**78,272,248**

NOTES:

(1) *The annual Supply Act provides the necessary authority to reallocate appropriated funds between sub-votes. The revised column reflects the final reallocated budget amounts as approved by Treasury Board.*

(2) *These expenditures are fully recovered from the Accident Fund of the Workers' Compensation Board.*

(3) *Of the total, $875,000 was frozen by Treasury Board, pursuant to its authority in the Financial Administration Act.*

Information Systems Branch

Information technology has become an important factor in the Ministry's ability to provide cost-effective, service-oriented programs. Through the use of branch services, programs can strengthen and maximize their productivity and customer service.

Mandate

To promote the effective delivery of ministry programs by providing leadership and expertise in the management of information and associated computer technology.

Branch Activities

Branch services include strategic planning; analysis and recommendation of solutions to address business needs; development of computer software; diagnosis and resolution of operating problems; operation of a computer facility; equipment acquisition; coordination of technology training; development of ministry-wide technology standards; guidance in applying government-wide policy; and, liaison with central agencies on technology issues.

Annual Highlights

Information Systems developed case management systems to improve service delivery and accountability in the B.C. Council of Human Rights and Employers' Advisory Services.

A long-term Strategic Technology Plan was completed and a new, more cost-effective systems architecture was chosen for implementation in 1991/92.

Decentralized access to training and maintenance services was provided to most ministry locations.

Personnel and Budget

The branch provided services to ministry offices throughout the province with 11 staff.

Personnel Services

Mandate

The role of the Personnel Services Branch is to provide the ministry with timely and effective advice, consultation, and support in personnel matters; with leadership in ministry personnel program development, implementation, and evaluation; and, with program administration within the ministry and between other agencies.

Branch Activities

The Personnel Services Branch provides the following consultative services and functions: recruitment and selection, organizational development, classification, labour relations, staff training and development, occupational health and safety, compensation management, benefit administration, leave management, and employee information management.

The branch deals directly with members of the public seeking employment in the public service, and also represents the ministry in matters of concern to the Government Personnel Services Division.

Personnel and Resources

Branch staff consists of a director, two personnel officers, a personnel technician/ office manager, a leave and benefits administrator and two administrative support staff. In addition, the branch regularly utilizes valuable human resources available through the employee rehabilitation and personal placement programs. In 1990/91, the branch budget totalled $466,578.

Improved information technology had a beneficial impact on both the quality and quantity of services provided by the branch. Computerized work reception together with integrated time and task management provided staff with more efficient work flow. The benefit to our clients, both internal and external, was more comprehensive information and faster turn-around on projects, tasks and services. Similar benefits accrued through improved technology in the development of more effective establishment and leave management reporting systems.

The branch undertook the development and introduction of employment equity, pay equity and service quality programs, and integrated these with a wide range of other inter-ministry human resource initiatives into the strategic planning function.

Public Affairs

The Public Affairs Branch acts as the Ministry's initial contact point for the public, the media, and other government offices. The branch responds to questions from the public as well as redirecting calls to appropriate branches and correct ministry or government bodies.

During the year, the branch responded to approximately 500 media calls relating to programs and issues within every branch of the ministry.

Mandate

To promote awareness and acceptance of Ministry programs and legislation by:

- planning and executing effective promotional and informational programs within budgetary confines;
- providing public relations advice and services to the Minister and Ministry officials;
- promoting line branches' activities by producing news releases, brochures, audio-visuals and advertising;
- coordinating media inquiries and Ministry statements;

Branch Activities

During the year, the branch wrote and distributed 103 press releases, distributed public information kits, researched and wrote 27 speeches, planned and attended press conferences, prepared briefing notes, information pamphlets and provided support to ministry staff.

The branch also coordinated print and media advertising for special events, changes of address, and the introduction of new programs and legislation.

The CounterAttack Program reported to the Director of Public Affairs. (see pages 40 - 42 for the CounterAttack report).

The branch played a major coordinating role in the Alcohol and Drug TRY program. (see pages 35 - 37).

The branch continued to produce a monthly internal newsletter for ministry employees. The mission of the newsletter is to foster a sense of common purpose and ministry identity across program lines, and to give ministry staff an opportunity to share information.

The newsletter is written, edited, and prepared camera-ready within the branch for printing and distribution.

Excluding copies of the newsletter, approximately 2,450,000 promotional and informational pamphlets, brochures, booklets, annual reports, bulletins, posters were printed for distribution to the public.

Personnel and Resources

The branch is staffed by a director, a public information officer and one support staff person.